

Job Description

Job title:	Area Housing Manager
Reports to:	Head of Housing Services
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

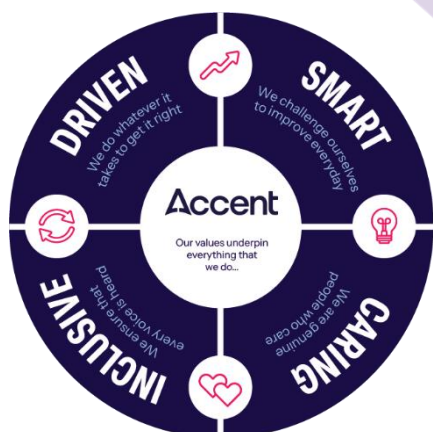
As an Area Housing Manager, you will be responsible for overseeing all aspects of the housing service within your designated area. You will lead and manage the area housing team to ensure that high standards of service delivery are met, in line with Accent's policies and regulatory requirements. You will focus on achieving operational efficiency, driving performance in areas such as rent collection, void management, and addressing anti-social behaviour. Your role is crucial in creating a customer-focused environment, promoting best-in-class service, and ensuring that your area consistently meets or exceeds customer satisfaction and KPI targets. You will play a key part in delivering Accent's goals by fostering a

culture of continuous improvement and ensuring value for money is achieved in everything we do.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

Your leadership will ensure that our values are embedded within the housing team. You will support colleagues in achieving their goals while maintaining a focus on customer-centric approaches, operational excellence, and continuous performance improvement.



Key Responsibilities and Duties

- Lead, manage, and support the area housing team, ensuring they meet their objectives and deliver high-quality housing services.
- Oversee the budget and service charge management within your area, ensuring efficient use of resources and achieving value for money.
- Drive performance in key areas such as rental income collection, void management, anti-social behaviour (ASB) management, and estate standards.
- Develop and deliver an annual service plan aligned with the company's goals and strategic objectives.
- Monitor and evaluate team performance regularly, taking corrective action when needed to ensure targets are met.
- Investigate complaints as part of Accent's complaints process and ensure lessons are learned and improvements are implemented.
- Promote "best in class" customer care and foster a culture of continuous performance improvement within the team.
- Ensure safe working practices are followed, including monitoring and reporting any health and safety breaches or incidents.
- Participate in out-of-hours cover on a duty rota basis.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The added extras:

- Experience operating in challenging environments and managing multiple offices or services.
- Active membership of the Chartered Institute of Housing (CIH)

The must haves:

- CIH Level 4 Certificate in Housing or equivalent (or willingness to work towards) or qualified through experience
- Experience managing housing services within a social housing context, with a strong understanding of tenancy and neighbourhood management.
- Proven ability to lead and motivate teams to deliver high performance and achieve KPIs.
- Strong working knowledge of housing legislation, rental income collection, and anti-social behaviour management
- Experience working with external stakeholders, including statutory and third-sector organisations
- Excellent financial and human resource management skills.
- Advanced proficiency in MS Office and relevant housing management systems.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.